

**PIP Benchmark: Enhance Family Involvement and Capacity to Provide for their children's needs.**

**Pip item: 1A.3.2 Develop and Implement regionally specific plans to improve the quality and frequency of Family Team Meetings.**

In preparation for this 4<sup>th</sup> quarter item, the Family Engagement Work Group conducted family-involved work groups to assess the case planning process during the 1<sup>st</sup> quarter 1C.1.1. Also Dr. Ruth Huebner conducted an assessment of the quality and frequency of the Family Team Meetings across the regions during the 2<sup>nd</sup> quarter 1A.3.1. This information was presented to staff and regional management.

Using the evaluation results, the Family Engagement Work Group defined the FTM (part 2). The regions were also provided with information from the SRAA/SRCA meeting where the result of the staff values and belief survey was presented and they were asked to develop engagement strategies (part 4). The Family Engagement Work Group compiled some best practice tips (part 5) and set up 2 teleconferences with the regions to assist them with the development of their regional plans (part 3).

They were all asked to identify regional barriers to engaging families and complete regionally specific action plans (parts 6-14).

## **PIP item 1A.3.2 Develop and implement regionally specific plans to improve the quality and frequency of family team meetings.**

The Family Engagement work group has put this presentation together to assist you as you develop your action plans around this PIP item. Two conference calls have been set for the purpose of sharing regional approaches to engagement. The conference number is (877- 746- 4263) access code 0271582#:

1. January 25<sup>th</sup> from 9:30 to 10:30 EST.
2. February 1<sup>st</sup> from 10:00 to 11:00 EST

The conference calls are optional but have been designed to facilitate discussion and offer technical assistance.

### **DEFINITION:**

*A family team meeting is a tool in a family-centered practice to achieve safety, permanency and well-being outcomes, and sustainable family changes and is supported by policy and reflects best practice. The meeting requires participation of the family member(s) (parent or legal guardian) and support systems, formal (inclusive of community representatives) and informal, along with the social worker/child welfare staff. The team will develop a family plan that may include supports, resources, interventions, and services to assist the family. The Family Team Meetings will be reconvened to monitor progress related to the plan, provide further assessment of what is working or not working to include changing or adapting services and supports as needed. Participation of team members can change over time based on the changing needs of the family.*

### **Policy:**

Central office is currently revising policy around FTM's. There are two timeframes that will be mandated by the new policy:

1. Within 90 days of a child entering OOHC or within 90 days of an in-home case being opened.
2. Within 30 days of a child being re-unified with their family .

There are other points during a case when an FTM may be held at the discretion of the worker or supervisor:

1. Before/during / after a placement disruption.
2. To address specific barriers to permanency and/or case closure as well as any other significant event in the case.

3. During any case planning meeting.  
4. At any other point deemed needed by the worker, supervisor or at the request of the family.

Before developing the plan, each region should identify regional barriers that staff and clients have around FTM's. These barriers should be placed in the strategy section of your action plan. You also need to consider how you will measure the success of your plan. At a minimum, you must include the questions listed below from the CQI tool. You may include other things that help you to track and monitor compliance as well.

60a. Was an FTM held at any time in the case?
60b. Were the following represented at the FTM as appropriate: DCBS, family members, service providers, and caregivers?
60f. Was an FTM held prior to the most recent case closure?

66c. Were the following individuals involved in the case planning / decision making process: any child(ren) age 7 or older, based on their capacity and development as appropriate
60c. Does the FTM documentation capture the mother's input?
60d. Does the FTM documentation capture the father's input?
60e. Does the FTM documentation capture the child's input?

All plans need to be completed and posted onto the Share point by Cob Feb 28<sup>th</sup>.

1/20/11

Hello to all,

In order to assist the regions with developing PIP item 1A.3.2, 4<sup>th</sup> quarter, the family engagement group put together some best practice tips, a summary of the FTM survey and a copy of the October SRAA/CA meeting notes.

The document marked regional specific FTM tech support provides instructions on how to proceed.

We have also set up two conference calls for the purpose of facilitating the sharing of regional approaches to engagement. The conference number is 877-746-4263 access code 0271582#:

1. January 25<sup>th</sup> from 9:30 am to 10:30 EST.
2. February 1<sup>st</sup> from 10:00 am to 11:00 EST.

The calls are not mandatory but we would like to encourage participation in order to share ideas and innovative approaches to the work we do. Your completed action plans are due by cob Feb. 28<sup>th</sup>. Hope to hear from you and thanks for all you do.

If you have any questions please feel free to call.

**Service Region Associate/Clinical Associate Training  
Notes of the Meeting  
October 21, 2010**

**Discussion 1- Values and Attitudes Survey results –**

**Dr. Ruth presented the survey analysis (see attached power point). Regional breakouts were held and reported out discussing “How the region will use results to increase family engagement” and “Existing promising practices”.**

**PIP Item 1A.5.5**

**Northern Bluegrass**

- Present to FSOS' at December meeting
- FSOS' take information to individual team meetings and process through 3 questions:
  1. Case planning
  2. Family Strengths
  3. Engaging Fathers
- Report back through team members meeting minutes
- Straight talk training (promising practice)

**Northeastern**

- Present to FSOS' and staff. Have them generate strategies for engagement and court relationships
- Model and stress strength-based working during consultations
- Clarify what is “engagement”
- Present region specific data to workers and supervisors
- Highlight progress with regard to fathers
- Develop clear, concise expectations and communicate to families

**Cumberland**

- Begin by Presenting information at staff meeting and promote discussion and how it impacts service delivery.
- During consultations asked questions that promote/guide strength-based solution – focused conversation of the family:
  1. How did you engage?
  2. What is working?
  3. What is their identified strengths?
- Encourage workers to present strengths as well as, family challenges to the judge and community partners:
  1. Day to day practices (FTM's, meetings, etc.)

**Action Step 1A.3.2 part 4  
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## 2. Court reports

### **Eastern Mountain**

- Switch tone of MSW and URC consults to focus on family strengths instead of deficits. "What if this was you?"
- Explore worker's beliefs/values and their role in their case decision making.
- Fundamental attribution error exercise at FSOS meeting giving two descriptions of same family from two points of view
- Require same exercise at local CQI
- Kinship care empathy exercise
- Cross reference court experience survey
- Empathy related questions during interviews of potential employees
- Encouraging staff to view family as a whole not one incident based thinking

### **Southern Bluegrass**

- Encourage staff to identify strengths with families on a regular basis (FTM's/Monthly HV's)
- Work on process of becoming more family friendly/inclusive as opposed to impersonal/cold harsh
- Share report/results with staff
- Identify team/individual strengths and struggles
- Hold/make FSOS accountable for approval of reports to court and assist workers in skills to articulate Cabinet's position in court
- Present result survey at FSOS meeting
- Share information with FTM facilitators
- Follow up to ensure FSOS presents to workers or SRAA present to workers when possible
- Have meeting with facilitators for FTM
  1. Make meetings more comfortable
  2. Situate room to accommodate a more respectful/interactive atmosphere
- Develop training on engaging families – bias and ethics
- Update tools for HV's and discussing family strengths/progress

### **Jefferson**

- Continue to use facilitated staffing/FTM's to engage families and community partners (promising practice)
- Continue to use Community Partners to engage families in protecting children
- Have monthly meeting to discuss implementation of services to address PIP issues
- Share with field staff the results of survey and pick one topic a month to discuss in CQI meeting

### **Salt River Trail**

- Engage FSOS in discussion with staff about barriers to engaging families
- Have FSOS model behaviors with staff on engaging families through meetings and facilitation

Action Step 1A.3.2 part 4

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- Case planning developed with family present to get their input on the plan
- Acknowledging and affirming engaging behaviors when they occur

### **The Lakes**

- Focus on building empathy
- Build capacity with FSOS
- FSOS meeting – discuss survey again
- Small FSOS discussion groups with associate
- Develop strategies to implement
- Accountability/follow-up with associate

### **Two Rivers**

- Start with FSOS' – trickled down to staff
- Presentation around their beliefs and values to get them thinking how that effects work
- Opportunities to model engagement in skill building (example: chair case planning conferences)
- If we picked clients fail because of case plan confusion – what does that say since we create them?
- How do we slow down the process to achieve goals with families?

**Family Team Meeting evaluation results** Dr. Ruth presented the survey analysis (see attached power point). Regional breakouts were held and reported out discussing "How the region will use results to increase family engagement" and "Existing promising practices".

**Cumberland**

- Present at next supervisor meeting on how FTM's impact outcomes for families
- Use skilled facilitators to train/model for other FSOS' to increase their facilitator skills (promising practice)
- Use CQI specialist to gather county specific data to identify areas of improvement
- TR – Quality

**Eastern Mountain**

- Recognize current progress (slides) and encourage continued progress
- Work with Community Partners to jointly plan FTM/treatment team meetings.
- Increase collaboration with in-home service programs (FPP, CCC, IIHS, Diversion) to have FTM in the home
- Build relationship with schools to have FTM at school on school based/truancy/status issues with kids
- Protocol of setting next FTM scheduled at 5-day conference to get early notification
- Invite GAL and parent's attorney to 5-day conference/FTM at the TCO hearing
- Training (refresher) for FSOS on facilitating FTMs
- Martin County START staff to share/demonstrate skills at FSOS meeting
- Use PCC treatment team meetings as joint FTM

**Northern Bluegrass**

- Educate on what is an FTM and documenting in TWIST and contacts
- Track FTM data and share at monthly FSOS meetings
- FTM held: Safety, 6 month case plan within 90 days of exit, and placement stability
- Use S&R process – was there safety meeting prior to removal

**Southern Bluegrass**

- Share information from report – breakout groups FSOS meeting
- Stress importance of entering contact/correct contact type for FTM
- Define what constitutes a FTM
- Meet with facilitators to re-design the FTM process
- Need policy change to define FTM to allow staff to select FTM in different situations
- Refresher provided to workers on inviting family to bring supports (promising practice)

**Northeastern (all promising practices)**

- New training developed and all staff received it in August 2010

- Community Partner FTM curriculum in development
- Facilitator Training in development – “key staff” identified
- Share FTM research with staff
- Discuss monthly stats with supervisors and staff (CQI scores)
- Family survey
- Incentivizing good practices and outcomes
- PR opportunities in regular contacts with Community Partners

#### **Salt River Trail**

- FTM on every investigation that moves to ongoing
- Begin FTM with strengths of family
- Identify counties with challenges in FTMs and match with counties having success with FTMs
- Structure meetings with clear expectations and roles

#### **The Lakes**

- FTM's – Quality = Engagement
- FSOS' (staff meeting) – what are their attitudes (have they bought in??)  
Define what is a quality FTM
- Develop local peer training for effective FTMs
- Encourage FSOS involvement/mentoring of workers – FTMs
- Follow-up- Re-visit FTMs in URs permanency reviews

#### **Jefferson**

- Reinforce current process and documentation with focus on quality

#### **Two Rivers**

- Making sure staff understand what is a “Quality” FTM
- Make sure we are explaining FTM process to families – emphasize their participation
- Look at role of FTMs in in-home cases and prior to exits from OOHC
- Assess staff's skill level and comfort level in facilitating FTMs
- Assess what staff feel are barriers to quality FTMs

## Best Practice for Family Engagement

As you develop plans around family engagement, here are few things to consider:

The purpose for having an FTM is to engage families in resolving the issues that caused them to be involved with our agency. Strengths will be a focus of the meeting as strengths can often be used to address barriers.

Planning and preparation for the 90 day FTM should begin prior to the 5 day conference.

### When setting up the meeting:

- It is very important for the worker and the family to understand the purpose of the meeting and to ensure that those people who can assist and support the family be invited to attend. Everyone has a responsibility to actively participate in problem solving.
- The family will provide input when setting up the meeting time, date and location. Every attempt should be made to accommodate the family's schedule. Make sure that the family understands the purpose of the meeting and that they may invite people in their support system.
- Keep in mind the parent's educational level (reading and comprehending), how well they function (IQ) and if they have mental health issues, as these issues can affect their processing and providing info at a case conference.
- Having a strong facilitator and a designated scribe to take notes during the meeting can help assure everyone is heard and that the documentation is accurate. Successful conferences often involve a strong facilitator to guide and direct the conversation flow. It is important for the facilitator to be comfortable discussing difficult topics and have the ability to redirect the conversation when needed.

- Preparing for the conference is very important. Consider utilizing a check list to ensure that the worker has all needed forms. The FSOS and SSW should have a conversation as to what are the non-negotiable tasks required to ensure safety. Inclusion of the investigative and ongoing workers will enhance understanding of what brought the family to the attention of DCBS and the development of a case plan to address the strengths and barriers.
  
- Focus on strengths and areas of improvement in families.
  
- There may be a need to schedule people at different times to participate in the discussion, for example: foster parents may only attend the child portion of the conference. Unless the parents agree; couples who may be separated, divorced or there may be DV issues requiring individual times for them to be present. Careful consideration must be given to the dynamics of relationships.

During the meeting remember to:

- Use a respectful tone when addressing the family.
- Present the “non-negotiable” as safety issues. Be flexible with the selection of service providers. Ask the family where they would like to seek services.
- Task must be realistic, measurable and directed toward specific outcomes. The case plan does not have to include numerous tasks for the family. Tasks must be driven by the specific issues that brought the family to the attention of DCBS.

After the meeting:

- If the family is asked, “Do you feel like they listened to you?”, “Do you feel you had input on your plan?”

# TWO RIVERS SERVICE REGION ACTION PLAN

**GOAL:**

**Theme I.** Enhance family involvement and capacity to provide for their children's needs.

**OBJECTIVE:**

To improve engagement skills through a "family-centered" approach.

**Strategy:** to improve the quality and frequency of family team meeting.

To assess FSOS skill level and ability to model family engagement during FTMs.

TASK(S)	LEAD ASSIGNED	EVIDENCE OF COMPLETION	DATE DUE	DATE COMPLETED
To develop four presentations designed to enhance staffs ability to engage families. This will be presented to FSOS' during P&P staff meetings.	SRCA; P&P Specialists	Presentation outlines will be presented to Core team for review and input.	2/11; 3/11; 4/11; and 5/11	
To ensure that FSOS' are aware of SOP 1.7 FTMs and when they are required and to address barriers / skills necessary to engage families during the assessment process.	SRCA; P&P Specialists; SRAAs; FSOS'	Discussion / training held with FSOS' during P&P staff meeting. Discussion will be reflected in staff meeting notes.	2/11/2011	
To assess barriers and skills necessary to engage families during the case planning process.	SRCA; P&P Specialists; SRAAs; FSOS'	Discussion / training held with FSOS' during P&P staff meeting. Discussion will be reflected in staff meeting notes.	3/11/2011	
To assess barriers and skills necessary to engage team members as it relates to family relationships--i.e. importance of parent/child relationships; sibling relationships; and extended family relationships.	SRCA; P&P Specialists; SRAAs; FSOS'	Discussion / training held with FSOS' during P&P staff meeting. Discussion will be reflected in staff meeting notes.	4/11/2011	
To assess barriers and skills necessary to engage caregivers--i.e. relatives; Resource parents; etc.	SRCA; P&P Specialists; SRAAs; FSOS'	Discussion / training held with FSOS' during P&P staff meeting. Discussion will be reflected in staff meeting notes.	5/11/11	

TASK(S)	LEAD ASSIGNED	EVIDENCE OF COMPLETION	DATE DUE	DATE COMPLETED
To assess FSOS' skill level by requesting that Regional Office staff serve as objective observer in two FTMs of their choosing---one in-home case and one OOHIC case.	SRCA; P&P Specialists; SRAAs; FSOS'	FSOS' provide names; RO staff assigned to participate; and feedback from observations discussed with Core team <b>and FSOS'.</b>	6/11/2011	
Frequency and quality will be monitored via CQI Cares case summary ongoing questions---60a; 60b; 60c; 60d; 60e; 60f; and 66c.	CQI Specialists	Trends will be reported to Core team quarterly.	Beginning 4/11 and quarterly thereafter.	

# ACTION PLANNING

## Quarter 4: PIP Item 1A.3.2

### Eastern Mountain Service Region

GOAL: Primary Theme 1: Enhance family involvement and capacity to provide for children's needs.				
OBJECTIVE: To insure implementation of family centered practice				
<b>STRATEGY:</b> To improve the quality and frequency of FTM's and family engagement Barriers: inexperienced staff and supervisors, lack of trained facilitators, time management				
TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
Identify barriers to having quality FTMs at Regional FSOS meeting and	Cyndee Trent	Minutes of the FSOS meeting will reflect discussion.	03-03-11	
Review FTM SOP 1.7 at Regional FSOS Meeting and tools	Cyndee Trent	Minutes of the FSOS meeting will reflect discussion.	03-31-11	
FSOS's will review the SOP 1.7 with their staff and develop team specific plan to ensure SOP compliance.	FSOS's	Minutes of the local unit staff meetings	04-7-11	
FSOS's will bring their unit specific FTM plans to the Regional FSOS meeting and share with the group	FSOS's	Minutes of the FSOS meeting will reflect discussion.	04-07-11	
Pursue possibility of facilitator training for all	SRA, SRAA, SRCA	Minutes of the Regional	04-29-11	

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FSOS's and identified Social Services Clinician II's and	Ken Blair, RTC	CQI meeting.	
Increase in the frequency and improvement of the quality of FTM's and Family engagement will monitored	CQI Specialist, SSS	Improved CQI-CARES Peer Review Data in regards to questions: 60 A, B,C,D,E,F 66C, 133 A,B,C; 134A-I.	ongoing

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## ACTION PLANNING

Jefferson

### **GOAL:** Enhance family Involvement and Capacity to Provide for their children's needs

**OBJECTIVE:** To improve or increase the level of engagement with families by Implementing the new FTM policy 1.7 (when completed).

**STRATEGY:** Develop and Implement regionally specific plans to improve the quality and frequency of family team meetings.  
 Barriers: Not having enough staff and community partners who are trained to facilitate meetings.

TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
Identify the number of cases that would require a 90 day FTM through the use of the W058 and the M004 to determine future staffing needs.	Patty & Leslie	Produce # of cases open for 90 days or child in OOHIC for 90 days for the month of Feb.	March 7th	
Identify staff that is already trained to facilitate.	Patty & Leslie	Produce list of trained staff.	March 14th	
Determine if trained staff will meet FTM needs and then identify additional staff who can meet this need if necessary.	SPRAA & Associates	List of identified additional staff who can facilitate FTM's	April 15th	
Identify community partners who have capacity to	Joanie Moore	List of providers and	April 15th	

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facilitate FTM's for in-home cases.		when and how many FTM's they can facilitate.	
Coordinate with Frankfort regarding training needs on improving staff's ability to engage families.	Patty, Leslie, Kathy Mongeon & identified Frankfort staff	New staff facilitators will be appropriately trained	Upon scheduling by Frankfort
Evaluate current Facilitated Staffing brochure and incorporate new SOP 1.7	Patty, Leslie, Kim Anderson & Latesia	New brochure ready for distribution	After SOP approved
Develop management report from W058 and M004 to identify cases needing a 90 day FTM.	Patty & Leslie in consultation with Chris Cordell	Report available	After SOP approved and ongoing
I&I will highlight 90 day FTM due date on transfer	I&I staff	Observable on transfer summary.	Upon approval of SOP
Develop TIP sheet for staff helping them to prepare parents, youth and foster parents for FTM.	Latesia	Tip sheet will be distributed to staff.	Upon approval of SOP
Utilize the M004-date of latest FTM column-to	Patty & Leslie	FSOS notified of current & past due 90 day	Upon approval of

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monitor compliance		FTMs.	SOP.
Using CQI to assess quality	CQI questions: 60a, 60b, 60c, 60d, 60e, 60f and 66c.		

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## LAKES REGION ACTION PLANNING #18

February 2011

**GOAL:** (theme)

Enhanced family involvement and capacity to provide for their children's needs.

**OBJECTIVE:**

Insure implementation of family centered practice.

(Reference: PIP item 1A.3.2 Develop and implement regionally specific plans to improve the quality and frequency of family team meetings.)

**STRATEGY: Improve the quality and frequency of family team meetings within the Lakes Region**

TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
Identify barriers by discussion with staff in PIP meeting	Janet Doyal, PIP Lead	PIP Meeting Summary	2/28/11	2/7/11 Barriers identified include: lack of trained facilitators; lack of community partner participation; time demands on FSOS and workers
Identify pool of facilitators within DCBS	Janet Doyal, PIP Lead	PIP Meeting Summary	2/28/11	2/7/11 Facilitators to include: FSOSS, regional office management (specialists, SRAAs, SRCAs), perhaps each team to identify a couple of staff
Pursue possibility of outside facilitation—talk with Joe Farless to see if PACS can provide any facilitation for us	Renee Buckingham, SRA	Report back to PIP team	3/7/11	
Plan for facilitation / family engagement training for staff and for anyone facilitating		Report back to PIP team	3/7/11	
-Ask Joe Farless if he can provide training	-Renee Buckingham, SRA -Janet Doyal			
--Ask Central Office if state will provide training	Regional management			
--Schedule training once				

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resource identified			
Review FTM policy 1.7 with staff --Review in FSOS mtg --Email to all staff	--SRCAs -Janet Doyel, PIP Lead	--Meeting minutes --Email documentation	March 2011
Measure progress	Gary Brooks, CQI Specialist	Report: CQI Case Review questions 60a, 60b, 60f, 66c, 60c, 60d, and 60e	March 2011

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## NORTHERN BLUEGRASS-ACTION PLANNING

<b>GOAL: Improve the Quality and Frequency of Family Team Meetings</b>					
<b>OBJECTIVE: Increasing the Frequency and Quality of FTMs</b>					
<p><b>STRATEGY: Revisiting FTM Policy</b> ---Barriers include the number of trained facilitators; the FSOS ability to attend all of the necessary meetings; time constraints on staff providing good documentation of meetings and family engagement; the huge volume of cases that will need the 90 day FTMs. Travel time for facilitators will reduce slots for Facilitated meetings; some children leave care unexpectedly against our recommendation and leave from residential, which will make having a meeting 30 days prior to exit impossible. Parental work hours will create difficulty in scheduling the 90 Day FTMs leading to overtime for the Facilitator, the worker and the FSOS. Community Partners will not be able to attend this volume of meetings each month. There will be a space issue in many offices do to the volume of FTMs that must be facilitated. Staff already spend a huge amount of time in court and will be spending a lot more time in facilitated staffings.</p>					
TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed	
The definition of FTMs will be discussed with FSOS at the November FSOS meeting. In addition a TIP sheet on how to enter a FTM into contacts will be shared.	PIP Lead	FSOSSs have tip sheet and definition	Nov 2010	Oct 2010	
FSOS will discuss FTM definition and documentation at their FSOS team meeting and will have all staff members sign that they have been given this information. Signed sheets will be sent to Pam Von Handorf by 2/1/11.	FSOSs	Documentation that all staff have reviewed /tip sheet sent to SRCA	Feb 2011		
FTM Definition, policy and documentation requirements will be shared with FSOSs again in March 2011 or after new policy if finalized.	PIP lead	FSOSSs have tip sheet & definition	March 2011		
<b>FTM Definition:</b> A family team meeting is a tool in a family-centered practice to achieve safety, permanency and well-being outcomes, and sustainable family changes and is supported by policy and reflects best practice. The meeting requires <u>participation of the family member(s) (parent or legal guardian)</u> and support systems, <u>formal (inclusive of community representative)</u> and informal, along with the social worker / child welfare staff. The team will develop a family plan that may include supports, resources, interventions and services to assist the family. The Family Team Meetings will be reconvened to monitor progress related to the plan, provide further assessment of what is working or not working to include changing					

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<p>or adapting services and supports as needed. Participation of team members can change over time based on the changing needs of the family.</p> <p>(Policy) FTM's <b>must</b> be held:</p> <ul style="list-style-type: none"> <li>• Within 90 days of a child entering OOHIC or within 90 days of an in home case being opened.</li> <li>• Within 30 days of a child being re-unified with their family.</li> <li>• <b>FSOS must be present</b> during these meetings.</li> </ul>	<p>An FTM may be held at discretion of worker / FSOS:</p> <ul style="list-style-type: none"> <li>• Before/ during / after a placement disruption</li> <li>• To address specific barriers to permanency and / or case closure as well as any other significant event in the case.</li> <li>• During any case planning meeting.</li> <li>• Any other time needed by SSW / FSOS or at request of family.</li> </ul>	<p>(Once Policy is finalized any additional policy information may be added here, including policy around documentation.)</p>
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## NORTHERN BLUGRASS-ACTION PLANNING

GOAL: Improve the Quality and Frequency of Family Team Meetings					
OBJECTIVE: Increasing the Frequency and Quality of FTM's					
STRATEGY: Improving the Facilitated FTM process in NBG ----Please see Barriers listed on page 30 of the FTM plan					
TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed	
Region will continue to hold Facilitated Safety meetings prior to removing any child from a parent and placing them in OOH.C. Workers will assure that the family is engaged to bring supports and community partners will be invited. Meetings will continue to focus on what supports can be put in place to keep children from entering OOH.C.	FSOSS, SSWs	FFTMS are being held before youth enter care.	Ongoing	Ongoing	
If an ECO is completed on a case, the worker / FSOS will Ask the family for information on fathers/ relatives and if family is not cooperative, SSW will ask the judge at the ECO hearing to order the parent / legal guardian to identify fathers and relatives. Workers / FSOS will assure that absent parent searches for all fathers occur and that all fathers who are known are invited to the 5 day and all case planning meetings. Letters to fathers are maintained in the hard file, documentation of attempts to engage fathers are documented in contacts.	SSWs FSOSS	Workers are getting immediate information on fathers and relatives to assess for concurrent planning	Starting April 2011	Ongoing	
SSW / FSOS will hold 5 day meetings and will complete a 1 page concurrent planning tool at the meeting. SSW and FSOS will	SSWs FSOSS	Concurrent planning begins to occur at the 5 day meeting	Starting April 2011	Ongoing	

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prepare family for the 90 day meeting and revisiting progress and concurrent planning at the 90 day meeting.					
Per policy, Region will hold facilitated 90 day Facilitated FTM s. FSOS must be present at these meetings. Concurrent planning tool will be completed/ updated at this meeting.	FSOS, SSW	90-day meetings are held and concurrent planning is discussed.	Starting April 2011	Ongoing	
CCC Contracted facilitators will be used for in home 90 day FTM s Specialists and EKU facilitators will be used for OOHC 90 day FTM s	Specialists / Facilitators				
OOHC specialist will discuss with PCCs the expectation that they attend all OOHC 90 day FTM s.  After FTM policy is finalized and concurrent planning tools are available, region will develop a training for staff on the following meetings: <ul style="list-style-type: none"><li>• Safety Meetings - facilitated</li><li>• 5 Day Meetings</li><li>• 90 day Meetings - facilitated</li><li>• Disruption Meetings</li><li>• Reunification Meetings – facilitated</li></ul>	Eric Dodson  PIP	PCCs are attending 90 day OOHC FTM s  Training is developed and all staff are trained  Kindra Kilgore Pam Blackburn Facilitators	Starting in March 2011  Starting in April 2011	Ongoing	Action Step 1A.3.2 part 10 KY 4 <sup>th</sup> QR PIP report March 31, 2011

• Best Practices For Family Engagement Handout			FSOSS understand expectations for each meeting and assist in assuring meetings are purposeful.	April 2011	Ongoing
FSOSS will be trained on the FTM's at an FSOS meeting.					
Facilitators / Specialists will go to team meetings to train all staff on FTM's.	Specialists / Facilitators	FFTM workgroup	SSW understand their role in making FTMs successful	Starting in April 2011	
Bi-Monthly meeting with FTM facilitators, SRAAs, SRA and TDM workgroup will be held to discuss quality of meetings including community partner participation, appropriate discussions of issues and concerns and appropriate action planning. Barriers to quality meetings will be addressed and strategies to improve will be developed.	FTM		Bi-Monthly meetings are held to assess and address quality of meetings	March 2011	Ongoing
A check list to assess the Quality of FFTMs will be developed.	FFTM	workgroup	Checklist completed	April 2011	
FFTM quality checklist will be completed by facilitator and attached to FTM minutes. Checklist will be provided to FSOS to provide immediate feedback on quality and checklists will be sent to Kindra Kilgore and compiled by team to identify trends by worker / FSOS. Trends will be discussed and addressed during monthly regional FTM meeting.	Facilitators / Kindra Kilgore		Quality is continuously being assessed in the region	April 2011	ongoing
FSOS / Workers will be encouraged to hold placement stability meetings when a youth is in danger of disrupting from a placement. Workers will assure that family members, foster parents / placement are a part of these meetings. Supervisors will facilitate these meetings.	FSOS, SSWs		Placement preservation meetings are being held and planning to stabilize placement occurs or transitional planning occurs.	March 2011	Ongoing
OOHC Specialist will have ongoing discussions with PCCs about the expectation that they request placement stability FTMs as needed on cases, and that they attend stability meetings when invited.	Eric Dodson		PCC will be continually reminded of their expectation to support placement stability and utilize the FTM process.	March 2011	Ongoing
FSOS / Worker will hold FTM 30 days prior to a child exiting care for reunification. This meeting will focus on planning for child to exit care, identifying supports the family will need to make the placement successful and assuring that wrap around	FSOSS, SSWs		FTMs are held before a child exits care to assure that supports are in place when the child exits and good	March 2011	Ongoing

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services are in place and good after care planning is completed.		transition plans are established.	
Monthly at the FSOS meeting, FSOS will be given the 058 report and will be asked to review their caseload and identify those cases where a child is getting ready to exit and a 30 day reunification needs to be held.	FSOS	FSOS are planning ahead to hold 30 day exit meetings.	March 2011
Currently surveys are being completed by participants in Facilitated FTMs. If there are any concerns noted by family members or participants, a copy of this survey will be given to the FSOS for immediate feedback and a copy will be sent to Kindra Kilgore to track and bring issues to the monthly FTM workgroup meetings.	Facilitators, Kindra Kilgore	Surveys are being provided to participants and concerns are being addressed.	April 2011

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NORTHERN BLUGRASS-ACTION PLANNING				
GOAL: Improve the Quality and Frequency of Family Team Meetings				
OBJECTIVE: Increasing the Frequency and Quality of FTM's				
STRATEGY: Tracking the FTM Process -- Please see Barriers listed on page 30 of the FTM plan				
TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
SRAAs will ask during Utilization and Review if a facilitated safety FTM was held prior to seeking a removal and if not explore why this meeting cannot be held prior to making a decision about removing a child.	SRAAs	SRAAs are assuring that safety FFTMs are being held on all cases except true emergency removals.	Ongoing	Ongoing
CQI specialist will work with Central Office staff to understand the changes that will be occurring with TWIST tracking to assure that all necessary meetings can be tracked through TWIST reports.	CQI Specialist	TWIST is capable of tracking meetings held.	April 2011	Ongoing
Kindra Kilgore will run reports monthly to prompt FSOSS on which cases are due to have a 90 day meeting.	Kindra Kilgore	FSOSSs are aware of which cases need to be scheduled for a 90 day review.	April 2011	Ongoing

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Barb Shelton will track which meetings are scheduled when staff contact her to schedule the facilitated meeting, Barb Shelton and Kindra Kilgore will communicate on which cases have not been scheduled and Kindra will send reminders to FSOSS / SRAAs .	Barb Shelton Kindra Kilgore	90 day meeting compliance is being tracked.	April 2011	Ongoing
Region will track that FTM meetings are held 30 days prior to a child exiting care, and data will be shared at monthly FSOS meetings.	CQI Specialist / PIP Lead	FSOSSs are given monthly updates on FTM compliance	April 2011 or when TWIST is able to track	Ongoing
Tracking utilizing the CQI case review data for FTMs will be tracked and shared with FSOSS monthly: 60a. Was an FTM held at any time in the case? 60b. Were the following represented at the FTM as appropriate: DCBS, family members, service providers and caregivers? 60f. Was an FTM held prior to the most recent case closure?	CQI specialist		March 2011	Ongoing
66c. Were the following individuals involved in the case planning / decision making process: any children age 7 or older, based on their capacity and development as appropriate?				
60c. Does the FTM documentation capture the mother's input? 60d. Does the FTM documentation capture the father's input? 60e. Does the FTM documentation capture the child's input?				
Kindra Kilgore will explore if the TDM data base can assist the region in tracking the facilitated 90 day meetings and reunification meetings, as well as	Kindra Kilgore	Additional tracking mechanisms are assessed	April 2011	Ongoing

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assessing quality and outcomes of the meetings.

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## ACTION PLANNING

### Salt River Trail

<b>GOAL:</b> Improve quality and frequency of family team meetings								
<b>OBJECTIVE:</b> 1A.3.2 Develop and implement regionally specific plans to improve the quality and frequency of family team meetings								
Salt River Trail Service Region								
<p><b>STRATEGY:</b> By using identified regional barriers (lack of trained facilitators, process is time consuming, inconsistent guidelines for FTM's, lack of education for staff regarding the importance of FTM's, and the possibility that staff are conducting them and not documenting them appropriately), a plan will be formulated to increase the quality and frequency of FTM's (family team meetings) and engagement of families</p>								
<p><b>Implement SOP 1.7 Family Team Meetings engaging families through strength based practice.</b></p>								
TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed				
Instruct local office supervisors to identify community partners who have been trained to facilitate or who would be willing to be trained to facilitate	Amy VanHoose	FSOSs have been notified to locate community partners trained or willing to be trained as facilitators	April 2011					
Locate community partners through local office supervisors who are identified as trained facilitators or who would be willing to be trained to facilitate	FSOSS	FSOS will provide a community listing with identified facilitators	June 2011					
Train Specialists and Community Partners on Facilitation of FTM's and Family Engagement	EKU training staff	Training has taken place	September 2011					
Implement Regional Protocol for transferring cases from investigation to ongoing to include FTM	DeDe Sullivan	Protocol available for staff	2/10/2011					
Educate staff on process for scheduling FTM's and how to engage families	FSOSS	Team meeting minutes will document that FTM scheduling has been discussed	4/1/2011					
Measure success by case reviews and random pull by FSOS / during monthly consults	FSOSS	FTM %'s will improve	Ongoing					
FTM tip sheet developed and disseminated for supervisors and staff to utilize	Rita Young	Tip Sheet available to staff	August 2011 (based on when Central Office makes FTM SOP available)					
Success/ Quality will also be measured by utilizing the CQI CARES Review summary date and presenting that at upcoming PIP meetings	Rita Young	CQI CARES review summary data presented	Ongoing					

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# ACTION PLANNING

## Quarter 4

Cumberland Region

**GOAL:** Primary Theme 1: Enhance Family Involvement and Capacity to Provide for their children's needs.

**OBJECTIVE # 1A.2.3.2** Develop and implement regionally specific plans to improve the quality and frequency of family team meetings.

**STRATEGY # 1A.3 Improve the quality and frequency of Family Team Meetings**

**Barrier:**

When an FTM is conducted at a case plan conference, TWIST will only capture meeting as a case plan.

Key elements not being addressed in the FTM or captured in documentation. Staff understanding engagement

TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
Discuss with supervisors and staff the changes in SOP 1.7 regarding mandated times for holding an FTM.	SRAAs Supervisors	Staff meeting minutes.	3/31/11	
Coach supervisors and staff on conducting and on selecting FTM in TWIST instead of case planning, when both are conducted jointly.	SRAAs Supervisors	Improvement in CQI case review items 60a, 60b, 66c	3/31/11 and ongoing	
Develop and distribute a document to use as a template/guide for facilitators and workers on how to engage families	Crystal Siler PIP Lead	Document will be distributed to staff.	3/31/11 and ongoing	

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Measure the quality of engagement of families.	PIP lead CQI specialist	Improvement in CQI case review items 60 a-f.	5/11 and ongoing
Progress will be measured by monitoring CQI case review items P2 on DIG and Item 13.	CQI Specialist	Improvement on the CQI case review items 133A, 133B, 133C, 134A, 134B, 134C, 134D, 134E, 134F, 134G, 134H and 134I.	Ongoing

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## Southern Bluegrass Region

### ACTION PLANNING

**GOAL:** Enhance family involvements and capacity to provide for their children's needs

**OBJECTIVE:** To improve engagement and ensure implementation of family-centered service provision.

**STRATEGY:** To develop a written action plan for the Southern Bluegrass Service Region to improve the quality and frequency of family team meetings, using the CQI peer reviews and Management Reports to assess progress.

**Barriers:** Not enough trained facilitators and the need to enhance staff's ability to engage families

Action Needed	Responsible Person	Date Due	Status update (including any barriers identified)
Using the TWIST reports, gather county specific data regarding Family Team Meetings.	Diane Banks	1-10-11	1-10-11 and 2-7-11
Provide FTM data to CFSR Committee during the January 2011 meeting	Diane Banks	1-10-11	1-10-11 and 2-7-11
Brainstorm strategies for improvement in the quality of FTMS and family engagement	SBSR CFSR Committee	1-10-11	Completed 2-7-11
Each committee member will submit one quality improvement idea to the group for discussion by 2-7-11	SBSR CFSR Committee	2-7-11	Completed 2-7-11
Share strategies with CFSR Group during February 2011 meeting	SBSR CFSR Committee	2-7-2011	Completed 2-7-11
Provide more specific FTM outcome data to CFSR committee during February 2011 meeting	Diane Banks	2-7-2011	Completed 2-7-11
Participate in FTM Strategy Conference call with Central Office	Michelle Anderson	2-1-2011	Completed 2-1-11
Send SOP 1.7 – FTM Tip sheet to all P&P staff in Southern Bluegrass Service Region as a PIP TIP	Diane Banks	12-17-2010	Completed 12-12-2010
Identify 4 PIP TIPS for the month of February to be sent to staff around improving the quality of FTM's.	SBSR CFSR Committee	1-10-11	1-10-11
Bring in Judy Russell to conduct 2-hour training for all P & P staff specifically looking at engaging families during the family team meeting process.	Gary Haner	2-15-11	2-7-11
Work with Judy Russell and community partners (facilitators) on the development of this training and scheduling for the region.	Judy Russell, Amanda Harrison, Carol Taylor, and Jessica Ramsey	3-31-11	
Develop an invitation letter for FTM's	Ali Webb	2-11-11	
Develop poster for offices (conference rooms) to clarify structure of FTM's	CFSR Group	2-7-11	2-7-11

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## Southern Bluegrass Region

Share proposed poster for FTM's with facilitators for input

Crissy Grubbs

2-28-11

Carol Taylor 2/15/11  
Jessica Ramsey  
2/16/11. Both gave approval.

Print posters for FTM's

Amanda Harrison  
and Diane Banks

Within 90 days

Develop FTM tip sheet for staff

CFSR group

(once policy is updated)

During staff/team meetings, SRAA's will inform FSOS's that their attendance will be required for OOHC FTM's

SRAA's

Ongoing

Measure frequency and quality of FTM's using CQI case review tool questions 60a-f and 66c

Pip leads

Ongoing

# ACTION PLANNING

Northeastern Region

**GOAL:** Enhance family involvement and capacity to provide for their children's needs

**OBJECTIVE:** To improve engagement and ensure implementation of Family-Centered approach

**STRATEGY:** Enhance SSW skill/knowledge and assess FSOS skill level and ability to model family engagement during FTM's and train key staff as facilitators.

Barriers: Not having enough staff and community partners trained to facilitate working with staff on how to engage families

TASK(S)	Lead Assigned	Evidence of Completion	Date Due	Date Completed
Participate in FTM Strategy Conference call with Central Office	Lesa Dennis	Meeting minutes	2-1-11	2-1-11
Discuss FTM SOP at FSOS meeting to include the upcoming changes to required FTM's and gain their input as to how to implement.	SRAA/CAs	Meeting Agenda/participants	3-30-11	
Develop FTM training for frontline staff	Vince Geremia	Training Developed/ Script	7-30-10	7-30-10

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All Frontline staff will receive FTM training	Vince Geremia and SRAAs/CAs	TRIS records	12-30-10	12-15-10
Developing an FTM Facilitator training	Vince Geremia	Training Developed / Script	4/30/11	
Train all FSOS's and Key staff within region on FTM Facilitation.	Vince Geremia and SRAAs/CAs	TRIS Records	July 30, 2011	
Develop an abbreviated FTM training for community partners and Family support	Vince Geremia	Training Developed / Script	5/30/11	
Complete FTM training with Community Partners and Family Support	Vince Geremia and SRAAs/CAs	Attendance Records	6/30/11	
Family Engagement training for staff	Lesa Dennis	Request sent to Training Branch / Training held	3/30/11	
Perm Team will participate in 90 day OOHIC FTMs.	Cheryl Prince	Signed OOHIC plans	3/1/11 and ongoing	

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To assess FSOS's skill level, Regional Office will observe at least 2 FTM's per local team and provide feedback to the FSOS and SSW	SRAA/CAs	Attendance Records	4/30/11	
Create posters/Visual Aides to reinforce key points/concepts of FTM	Lesa Dennis	Use in each office	3/30/11	
To ensure all components of an FTM are considered, FTM Packets will be developed for the Frontline staff	Brandy Brown	Packets Developed	3/30/11	

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Reinforce the requirement of FSOS attendance at OOHC FTMs	SRAA/CAS	Discuss at FSOS meeting – Agenda Item	Ongoing
FSOS will discuss FTMs with staff during monthly staff meeting and monthly case consultations to reinforce the importance.	FSOS's	Staff meeting notes and documentation on monthly consultation form	Ongoing
Send out the FTM Tip sheet to all staff	Lesa Dennis	E-mail sent	3/4/11
			3/1/11

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